

## **Freedom of Information – Response – 27409**

*I am writing to request information under the Freedom of Information Act 2000. For the reporting year 1 April 2025 to 31 March 2026 inclusive, please provide the following figures relating to Children & Young People (CYP) complaints, broken down by calendar month:*

*Complaints registered*

*Complaints upheld internally*

*Complaints not upheld internally*

*Registrations of complaint refused*

*I understand the Council retains these figures on a monthly basis. Should you consider that providing the data monthly would exceed the appropriate cost limit, please supply it at a greater level of granularity (for example quarterly, or for the full year) together with a justification for why the monthly breakdown cannot be provided.*

*In addition, please provide the number of CYP complaints by service area for the same reporting period, using the following categories:*

*Social Care Fieldwork*

*Corporate Parenting*

*Family Support Team*

*Inclusion*

*Health*

*MASH*

*Education, Skills and Learning*

*Other*

*I understand these to be the Council's own reporting categories. If the Council uses different categories, please supply the equivalent breakdown using whatever categories it holds.*

Suffolk County Council (SCC) can confirm that we hold this information, aside from *Registrations of complaint refused* as this is not tracked or monitored data however, the information we do hold is being withheld under s.22 of the Freedom of Information Act 2000 (FOIA) as it is information intended for future publication.

s.22 can be applied by public authorities where; the information is held with a view to its future publication and it is reasonable in all the circumstances to withhold the information until the planned publication date.

The information you have requested is scheduled to be published on SCC's committee webpages in September 2026 within the Audit Committee report. With resources and time already allocated to work on it to meet the September 2026 date.

As s.22 is a qualified exemption we still must consider the public interest test before refusing to supply the information.

Factors in favour of release:

- promoting transparency and accountability in relation to complaints handling;
- enabling public scrutiny of Children & Young People services at the earliest opportunity.

Factors in favour of withholding:

- The Council has an established publication process and resources and staff time have already been allocated to prepare, validate and present this information for publication in September 2026;
- Diverting staff to extract and prepare the information for earlier disclosure would place an additional burden on limited resources and take staff away from other operational priorities and statutory functions;
- Early disclosure would require duplicative effort outside the established reporting process, which is not an efficient use of public resources;
- It is in the public interest that information is released in a fully validated, quality-assured and contextualised format, as part of the Audit Committee report, ensuring accuracy and proper interpretation rather than piecemeal disclosure.

We have determined that the public interest in maintaining the exemption outweighs the public interest in immediate disclosure.

The requested information will be published in September 2026 within the Audit Committee report, which will be accessible via the Council's website.